

## PREPAYMENT ACCOUNT ADVICE FOR CUSTOMERS DURING COVID19

Dear Customer,

The safety and well-being of our customers and colleagues is our number one priority. During this difficult time for the UK, we are doing all we can to ensure that all of our customers, especially those in vulnerable situations, continue to receive the services they need.

As your energy supplier, we have some important information to help you maintain your gas and/or electric supply during the COVID-19 outbreak. We understand that it is a confusing and worrying time for our customers and would like to provide as much information to you as possible.

### YOU NEED TO ACT NOW...

Don't delay in topping up! It is important that you are regularly topping up your energy meter(s) and have enough credit in case of unanticipated self-isolation or closure of shops/services. It may be a good idea to make a list of family and friends who will be able to top up for you if you are unable to get to the shops.



If you have no support network and may struggle to make a top up, please contact us on 01772 395777 so that we can help you.



Don't forget, if you use up your emergency credit, the next time you top up, your emergency credit will be paid back in full, meaning that the amount you have topped up will be less on your meter.

It is good practice to make extra top ups as often as possible to maintain your energy supply.



### ELECTRIC CUSTOMERS

If you do make additional top-ups, your meter can only hold a maximum of £255. Any amount that you top up that exceeds this amount, will be applied to your meter once your balance decreases.



### GAS CUSTOMERS

If you do make additional top-ups, your meter can only hold a maximum of £249. Any amount that you top up that exceeds this amount, will be applied to your meter once your balance decreases.



## NEED TO CONTACT US?

We are asking customers to keep our limited lines open for our most vulnerable customers. We have other channels of communication that you can use to contact us should you need to:

**Facebook Messenger:**

<https://www.facebook.com/pfpenergy/>

**Web chat:**

<https://pfpenergy.co.uk/help-support/>

**Email:**

[hello@pfpenergy.co.uk](mailto:hello@pfpenergy.co.uk) – Subject: Prepayment Support (to enable us to identify you quickly)

## WHAT TO DO IN CASE OF EMERGENCY

Smell Gas? Please call National Grid on 0800 111 999

Without power? Please call 105 they will put you through to your local electricity network operator.

If your meter is faulty, please contact us via the above methods of communication and we will arrange for an Engineer where possible to attend your property.

Please note that all Engineers will carry out a risk assessment before entering each property.

Please endeavor to keep your key or card in a safe place. If your gas card or electric key is lost or damaged, we can arrange a replacement for you however; this is also subject to a limited service at this difficult time as we rely on third parties to send out your new key or card.

## ERROR MESSAGE?

If you are experiencing any error messages on your prepayment meter, please visit:

<https://pfpenergy.co.uk/our-plans/prepayment/prepayment-meter-error-messages/>

If you do need to contact us, please make a note of the error messages that are displayed.

Yours sincerely,

**The PFP Energy Team**